



**Rob McKenna**

## **ATTORNEY GENERAL OF WASHINGTON**

Consumer Protection Division

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### **Manufactured Housing Dispute Resolution Program 2009 2<sup>nd</sup> Quarter Statistics**

#### **Complaints filed April 1, 2009 to June 30, 2009**

		<b><u>YTD</u></b>
Complaints filed by tenants	<b>73</b>	<b>127</b>
Anonymous complaints by tenants (no action taken)	<b>13</b>	<b>19</b>
Complaints filed by landlords	<b>8</b>	<b>9</b>

#### **Complaints closures April 1, 2009 to June 30, 2009**

Negotiation Phase case outcomes	<b>62</b>	<b>156</b>
Issue resolve with MHLTA compliance	30	104
Appears no MHLTA violation & no further Investigation necessary	5	11
Issue outside jurisdiction	9	21
Complainants withdrew or Respondents did not respond & no further Investigation necessary	8	8
Assigned to Investigation Phase	10	12
Formal Investigation Phase case outcomes	<b>10</b>	<b>25</b>
Notice of Violation filed	2	6
Notice of Non-Violation filed	4	7
Notice of Non-Violation with Voluntary Compliance	1	3
Settlement Agreement in Lieu of Violation	2	5
Settlement Agreement in Lieu of Non-Violation	1	4
Notice of Deactivation filed – Complainant disengaged	0	0
Office Administrative Hearings appeal outcomes	<b>2</b>	<b>2</b>
AG position upheld	1	1
AG position denied	0	0
Settlement Agreement prior to hearing	1	1
Enforcement action taken	<b>2</b>	<b>5</b>
Notice of Non-Compliance	1	2
Notice of Fine	1	2
Fine waiver – Compliance met	0	1

#### **Other Constituent contacts**

First time telephone inquiries	<b>271</b>	<b>400</b>
Email inquiries	<b>24</b>	<b>45</b>
Requests for information to be sent by mail (since 3/18/09)	<b>168</b>	<b>185</b>